

Minutes of Board Meeting
July 8, 2020
10:00 a.m.
Virtual Meeting

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Jeff Wigington, Secretary
Rachel Little
Bob Pierce
Wallace Coopwood
Britt Fleck

Not Present

Jim Cole

Also attending the meeting virtually were Kimberly Daniel from the State Attorney General's Office and members of the DDS Staff.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:03 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the May 13, 2020 Board meeting. Bob Pierce made a motion to approve the regular meeting minutes as presented; Rachel Little seconded the motion, with unanimous approval by the remaining Board members.

Commissioner's Report

The Commissioner welcomed the Chairman and members of the Board to the virtual meeting. He also welcomed the DDS staff and acknowledged waiver attendee, Alphonso Wilson. Commissioner Moore informed the Board that Mr. Wilson was currently in our Headquarters boardroom with a member of the DDS staff and would address the Board at the appropriate time.

The agency has methodically transitioned back to delivering all services, but will continue to offer them by appointment mostly. This helps DDS to make sure the agency is following the CDC and the Health Department guidelines, as well as the Governor's Executive Order, regarding the maximum number of people that should be in a business establishment at one time. This protects the team members as well as the customers. Currently, we do not require customers to wear face mask, but we encourage it. We do recommend our team members to wear face masks. The Commissioner is happy about the appointment system, which has been expanded and will help DDS become more efficient in the future. Specific slots still are available for first responders to choose when making an appointment.

The Commissioner provided slides to show what takes place internally when information is distributed by the Governor's office. The Communications team or the Commissioner, through a blog, provide constant updates about COVID-19. Team members receive information about social distancing, wearing face masks, and how to handle sickness in their households or potential exposure. The DDS has had 13 employees test positive, but there is no evidence that any originated at DDS.

Commissioner Moore thanked Field Operations Director Kecia Bivins, Deputy Director Pierre Miles, the District Managers, and managers who are working very diligently to serve customers in the safest possible way. The Commissioner has been working with the staff to increase customer reservation slots safely, carefully ensuring that each step is mastered before moving to the next one. The agency has provided walkie talkies to the CSCs to assist with the contactless, modified road tests. The walkie talkies will help examiners communicate with customers, as well as each other. DDS also is seeking additional technology that will provide a 360-degree view of the car, as well as track and view each customer from the CSC. Traditionally, the initial skills test was conducted in the parking lot before taking the driver on the road; however, both portions now are simulated in the DDS parking lot. Commissioner Moore showed an example of the modified contactless road test at the Conyers CSC and demonstrated the skills being evaluated. He thanked Vice Chairman Markey for recommending that the agency publish the parameters of the modified test. Following guidance released by AAMVA International, every part of the road test that the agency previously provided has been included in the modified test, and the same score sheet is utilized. The only difference is the examiner remains outside the vehicle, and he/she may be assisted by other examiners on the course to ensure standards are followed. Georgia was a leader in implementing the contactless road test, and many other states have since followed.

Upon resuming public services, the CDC recommends that employers or businesses measure daily absences to identify issues quickly. Each day, DDS tracks and reports the number of employees that are out, as well as the reason for the absence. As little as a 10% absence rate can cause performance issues for the agency, but the efficiencies gained from the appointment system has enabled DDS to manage volume successfully.

The Commissioner shared that the Contact Center still receives assistance from the CSCs, Help Desk, and Central Issuance to handle its call volume; however, managing high volumes such as 12,000 calls on Tuesdays is challenging – even with additional staff. DDS hopes to soon use a Chatbot that sounds like a person to answer routine customer questions and is pursuing technology to expand that functionality.

Commissioner Moore gave an update on the Governor's Executive order that required drivers who initially received a waiver for the road test requirement to return to a CSC to be tested. DDS will open certain CSCs on Mondays and extend operating hours on Saturdays through September 30th to allow for those road tests to be completed. Customers will be notified via regular mail that they need to schedule those appointments, and the nearly 80% that have email addresses on file also will receive an email. If a driver does not successfully pass the road test by the end of September, that driver will be downgraded to the class of license held prior to the waiver.

Vice Chairman Markey commended the agency on its efforts to accommodate the new Executive Order and asked how many customers had been retested so far. Although that information was not readily available, the Commissioner will follow up with the Board to provide it. Testing for these drivers started on June 1.

The Commissioner shared the weekly customer volume totals to the Board. DDS reopened its centers on April 1st and has increased the number of customers served each week. Only CDL customers were served during the initial weeks, but DDS now serves on average 8,000 customers in face to face transactions on a single day; and continues to offer services online. Between the 109% increase in online services and the number of customers being served in person by appointment, the agency is almost back to serving its normal volume.

Regarding the FY 2021 budget, due to the fiscal impact of COVID-19, state agencies had been asked to submit plans for 14% budget reductions. Fortunately, the day before the Commissioner was scheduled to present the DDS plan to the Senate Appropriations Subcommittee, the Governor sent a video message to all agency heads, revising the projection to 11%. As the Legislature returns and makes its recommendations, the agency is hopeful the 11% will be considered; however, we are preparing for the 14% to be taken. Fortunately, DDS operates efficiently and has not had to submit furloughs to reach the 14%, although that is subject to change. The Chairman asked how long the agency could sustain current operations with an 11% budget reduction before it had an impact on operations and what that impact might be. The Commissioner indicated that the impact should be minimal, partly because of the 109% increase in online services. In a traditional month, DDS serves 300,000 customers face to face, but 100,000 can perform their services online. In this environment, the best way to serve customers is online, and as more customers utilize the online option, the agency will be able to operate within its new budget. The Communications team has been encouraging the use of online services on social media, and the Commissioner asked the Board to share this information as well. Most customers think they need to come to a DDS office to receive something more authentic than what they can print at home; however, the document printed at home is legal and similar to what is printed in the CSC. This was the subject of a recent press release prepared by Public Information officer, Susan Sports, and the Chairman complimented her on it.

The service levels will continue to be high because all services are provided by appointment, and we know when customers are scheduled to arrive. Data drives the agency, and DDS continues to develop reports to measure its effectiveness and ensure it meets public expectations. The Commissioner clarified that the four mobile App accounts added in May is not correct, but the April total of 45 is correct. An interface on the Mobile App platform takes the customer to online services to establish the account; therefore, the 111,734 accounts is inclusive of some of the Mobile App add on as well. The number of new online accounts has tripled, and the agency is excited about having more customers utilize the service and not travel to a center.

The agency continues to monitor customer satisfaction surveys, although fewer in-person transactions means fewer surveys. Whenever a customer comes into a center, completes a service, and provides an email address, DDS will send out a survey asking how the agency did. The Contact Center also receives a lot of feedback, and DDS leadership effectively manages the agency through the data.

Michael Mitchell, Director of Regulatory Compliance, provided an update on Regulatory Compliance:

- Third Party Update Proposal:
 - To third-party programs with no pending compliance issues, the DDS will begin offering the option to train their own new examiners.
 - The current training of new examiners is the combined responsibility of two units within the Regulatory Compliance Division. The training consists of classroom instruction, a ride along, and onsite monitoring.
 - Programs will be trained to use the same training materials and follow the same format used by DDS, and the new process could save an estimated two weeks of processing time.

Brett Young (PMO Director) provided an update on DRIVES:

- The DRIVES project has 222 days until go-live and is on-time and on budget.
- The project is graded by the IV & V vendor, and the DRIVES project health remains green.
- DRIVES testing started on June 1st, and training will start in July.
- The agency will transition to the new system on January 18, 2021.

Rules for Initial Approval

- **375-3-2-.02** Alternative Means of Renewal
- **375-5-1-.09** Location of Clinic
- **375-5-2-.10** Location of School
- **375-5-3-.10** Location of School
- **375-5-6-.18** Program Location and Facilities

Jeff Wigington motioned to approve the final rules for adoption; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Sharon Louise Flowers – She is seeking a Georgia driver's license in the name of Sharon Louise Flowers. She is 63 years old. She is missing adoption papers showing, Gittings to Sheffey. Her parents never filed for adoption. She submitted her birth certificate (mother-Leatrice Ann Gittings), school record (mother-Leatrice Gittings – father-Richard), child's birth certificate (father-Richard Neil Flowers), school diploma, marriage application (mother-Leatrice A. Gittings – Father-Richard N. Sheffey, spouse-Richard N. Flowers), marriage certificate (spouse-Richard N. Flowers), divorce decree, valid Maryland (MD) driver's license, MD REAL ID approval, residency proof, passport application (mother's name at birth-Leatrice Ann Gittings), and Social Security (S/S) card.

Britt Fleck motioned to approve the waiver; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

2. Barbara Ann Maye – She is seeking a Georgia driver’s license in the name of Barbara Ann Maye. She is 73 years old. She is missing her birth certificate. She Submitted a birth not found letter (mother-Lora Mae Mims – father-Andrew Willie Mims – search dated 2-28-20), school records (mother-Lora Mims (maiden-Peterson) – father-Andrew Willie Mims, Sr.), child’s birth certificate (father of child-Wayne Smith), child’s birth certificate (father of child-Jesse Lee Maye), marriage license (mother’s maiden name-Laura Mae Peterson – spouse-Jesse Lee Maye), valid Florida driver’s license, SSNAP report (mother-Loria M. Peterson – father-Willie Mims), Numident (current name-Barbara A. Maye -mother-Loria M. Peterson – father-Willie Mims), and S/S card.

Rachel Little motioned to approve the waiver; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

3. Alphonso Wilson – He is seeking a Georgia driver’s license in the name of Alphonso Wilson. He is 67 years old. He is missing an amended birth certificate. He submitted his birth certificate (no first name, no middle name, and last name - Long), DD214, child’s birth certificate, W-2 form, valid California driver’s license, S/S card, Veteran Affairs (VA) card and statement, car rental agreement, and SSNAP report.

Jeff Markey motioned to approve the waiver pending receipt of the amended birth certificate; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting will be held on July 8, 2020.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Jeff Markey and seconded by Britt Fleck with unanimous approval by the Board.

Respectfully Submitted,

Jeff Wigington

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